HOW TO RETURN YOUR EQUIPMENT AT THE END OF YOUR CONTRACT

INTRODUCTION

THE FOLLOWING INSTRUCTIONS, REQUIREMENTS AND GUIDELINES WILL HELP YOU ENSURE A SEAMLESS EQUIPMENT RETURN PROCESS. PRIOR TO COLLECTION, YOU SHOULD ALWAYS CHECK THE FOLLOWING:

GOOD WORKING ORDER

- You must return all equipment at the end of the contract in good working order and complete.
- Check the equipment is working to the manufacturer's specification.
- If the equipment is not working as it should, you should contact your warranty or maintenance provider and have repairs or replacement carried out.

PASSWORDS

- Check that passwords are all removed, including BIOS passwords.
- Where you have applied encryption tools to disk storage, the passwords must be disclosed for processing purposes or removed before the equipment is returned.

PERSONALISATION

- Ensure personal data is deleted.
- Any personalisation (i.e. stickers etc.) is removed.

LOCKS

- Check locks are removed.

STORAGE

- Our requirement is for the consignment to be accessible by Econocom's logistics company for collection.
- The equipment should be stored together, protected from damage in a single ground floor location.
- Monitors should be stored with the LCD screens face to face with a cardboard divider in between, so that other monitors or equipment cannot damage the LCD surface.
- PCs can be stacked 2 or 3 towers high, providing that they are in uniform rows of the same type.
- Laptops can be stacked up to 5 high, providing that they are separated with cardboard or bubble wrap.
- It is important that devices are arranged tidily to prevent cross damage.
- Remember that the chance of theft is greater during a refresh, so an area that can be secured is advised during the build up to collection. This is also important for data protection.

CHECK-LIST
FOR EACH ASSET TYPE

LAPTOPS

- All removable media drives are empty.
- The configuration is working correctly.
- Power supply is present and working.
- Battery provides several hours' service without connection to a main supply.
- All keys are present and working.
- Hinges, catches and latches are working.
- Hard drives have no read/write problems.
- All ports are in working order.

DESKTOPS

- All removable media drives are empty.
- The configuration is all working correctly.
- Memory and hard drives are present.
- Blanking plates are in place if a none rented feature has been removed.

PRINTERS

- The configuration is working correctly.
- Paper is removed from all drawers.
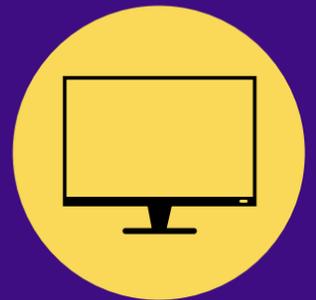- Paper handling accessories has been decommissioned.

SERVERS AND STORAGE

- All removable media drives are empty.
- The configuration is all working correctly.
- Memory and hard drives are present.
- Rack fitting kits are present.

MONITORS

- The configuration is all working correctly.
- The monitor stand is included.

SWITCHES AND COMMUNICATIONS

- Run a factory reset to remove any of your configuration standards.
- The configuration is all working correctly.

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ACCESSORIES

- All power and signal leads can be packed in small boxes (quantities not audited, except chargers).
- All keyboards and mice can be packed in boxes (quantities not audited, except Apple and Microsoft Surface items).

MANUALS AND MAINTENANCE RECORDS

- Return these with the devices.

ADDITIONAL POINTS

- Econocom's logistics partner will pack and remove the equipment for secure transport. A loading sheet is provided.

- The equipment will be tested and audited at our partner's processing centre. An audit including the condition of each significant asset will be reported.

- Where an item is not in good working order, components are missing or holding a password, charges may be applied to remedy or replace the item.

- If you have capital assets that need to be processed and disposed of at the same time as the lease collection, you should declare these goods to your Sales Representative, so that the additional collection can be authorised.